

## OFFICE SECRETARY III

Recruitment #20-001362-0031

DEPARTMENT	Office of the People's Counsel
DATE OPENED	9/22/2020 11:59:00 PM
FILING DEADLINE	10/6/2020 11:59:00 PM
SALARY	\$32,176.00 - \$50,377.00/year
EMPLOYMENT TYPE	Full-Time
HR ANALYST	Cheryl Murphy
WORK LOCATION	Baltimore City

### Introduction

The Maryland Office of the People's Counsel (OPC), is seeking an experienced and energetic individual to fill the position of Office Secretary III.

### GRADE

ASTD10

### LOCATION OF POSITION

6 St. Paul Street, Suite 2102 Baltimore, Maryland 21202

### Main Purpose Of Job

The main purpose of this job is to provide front office secretarial duties to include answering multi-line switchboard, data entry, and initial consumer intake of inquiries and complaints, share consumer information, as directed, to community organizations, consumer advocates, and residential utility users regarding utility services, and consumer rights and responsibilities under the law.

Decides appropriate approach to consumer inquiries, recommends course of action and resolve complaints in consultation with People's Counsel, Deputy People's Counsel, Consumer Assistance Unit, and Administrator.

### MINIMUM QUALIFICATIONS

**Education:** Graduation from an accredited high school or possession of a high school equivalency certificate.

**Experience:** Three years performing secretarial or clerical work involving typing duties.

**Notes:**

1. Additional secretarial or clerical experience may be substituted on a year-for-year basis for the required education.
2. Thirty credit hours with a major in secretarial science or office technology from an accredited college may be substituted at the rate of thirty credits for one year of experience for up to two years of the required experience.

3. Candidates may substitute U.S. Armed Forces military service experience as a non-commissioned officer in Administration classifications or Administrative, Clerical, or Office Services specialty codes in the Administrative Support field of work on a year-for-year basis for the required experience.

## **DESIRED OR PREFERRED QUALIFICATIONS**

Preference will be given to applicants who possess the following preferred qualification(s). Include clear and specific information on your application regarding your qualifications.

2 years experience working in a team-oriented environment

1 year experience in Word, G Suite, Adobe Acrobat

Experience working in a legal setting is a plus

## **SPECIAL REQUIREMENTS**

Demonstrated ability to accurately type on a keyboard of a personal computer at a minimum of forty words per minute may be required, depending on the specific requirements of the position.

## **SELECTION PROCESS**

Please make sure that you provide sufficient information on your application to show that you meet the qualifications for this recruitment. All information concerning your qualifications must be submitted by the closing date. We will not consider information submitted after this date. Successful candidates will be ranked as Best Qualified, Better Qualified, or Qualified and placed on the eligible (employment) list for at least one year.

## **EXAMINATION PROCESS**

The assessment may consist of a rating of your education, training, and experience related to the requirements of the position. It is important that you provide complete and accurate information on your application. Please report all experience and education that is related to this position.

## **BENEFITS**

### **STATE OF MARYLAND BENEFITS**

## **FURTHER INSTRUCTIONS**

Online applications are highly recommended. However, if you are unable to apply online, contact S. Hudson. For questions regarding this recruitment, please contact the DBM Recruitment and Examination Division at [application.help@maryland.gov](mailto:application.help@maryland.gov)

Or call S.Hudson at 410-767-4910.

Emailed inquiries should reference recruitment number listed in the announcement. Resumes will NOT be accepted in lieu of completing the State application.

MD TTY Relay Service 1-800-735-2258.

For education obtained outside the U.S., a copy of the equivalent American education as determined by a foreign credential evaluation service needs to be provided before hire.

We thank our Veterans for their service to our country and encourage them to apply. People with disabilities and bilingual candidates are also encouraged to apply. As an equal opportunity employer, Maryland is committed to recruiting, retaining and promoting employees who are reflective of the State's diversity.

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45 Calvert Street, Annapolis, MD 21401

300-301 West Preston Street, Baltimore, MD 21201

Toll Free (800) 705-3493